**Western Sydney Region RTO**

**Assessment Package**

**Package Overview for Assessors**

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| **Package Number**  **Package Title** | Certificate II in Hospitality  SIT20207 | |
| **Training Package** | Hospitality SIT20207 | |
| **Unit(s) /Elements to be assessed by this package:** | **Work with Colleagues and Customers SITXCOM001A**   1. Communicate with customers. (Performance criteria 1.1 to 1.9) 2. Maintain Personal presentation standards. (Performance criteria 2.1). 3. Provide service to colleagues and customers (Performance criteria 3.1 to 3.3) 4. Respond to conflicts and customer complaints (Performance criteria 4.1 to 4.5) 5. Work in a team (Performance criteria 5.1 to 5.8)   **Communicate on the Telephone SITXCOM004A**   1. Respond to incoming telephone calls (Performance criteria 1.1 to 1.8) 2. Make telephone calls (Performance criteria 2.1 to 2.6) | |
| **Evidence being provided for;** | **Work with Colleagues and Customers SITXCOM001A**  **Communicate on the Telephone SITXCOM004A** | |
| **Package contents and information for assessors** | **Page 2** | Assessment Notice |
| **Page 3** | **Part A-** Task Checklist |
| **Page 4** | **Part A**  Assessment Feedback Form**-** To be copied for teacher and student |
| **Page 5** | **Part B-** Task Checklist |
| **Page 6** | **Part B**  Assessment Feedback Form- To be copied for teacher and student |
| **Equipment and/or resources required** | Copy of task for each student | |
| **Other comments** | This is a holistic unit which combines both Work with Colleagues and Customers SITXCOM001A and Communicate on the Telephone SITXCOM004A. It can also be incorporated into Work in a socially diverse environment SITXOHS002A. | |

**Western Sydney Region**

**Vocational Education and Training**

**Assessment Notice**

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| **VET Framework: Hospitality** | |
| **Assessor / Teacher:** | |
| **Unit of competency:**  Work with Colleagues and Customers SITXCOM001A  Communicate on the Telephone SITXCOM004A | |
| **Date Given : Due Date:** |
| Employability Skills are incorporated into this task. |

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| **Student Instructions**  **Description:** This Assessment consists of **two** parts, both of which must be completed  **Part A – Telephone Role Play**  Working in **pairs**, you are to plan and then role play one of the following scenarios (or develop one independently that is based on a Hospitality conflict to be resolved). The role play script needs to be handed in to your teacher before the assessment.  The role plays must:   Identify the conflict   Recognise customer dissatisfaction   Respond to customer complaints positively, sensitively and politely   Refer complaint to manager if required  You have a maximum role play time of 2 minutes.  Students will be called to perform role plays at random during class time. Each student needs to both make a telephone call and respond to the incoming calls using the two scenarios below.  **Scenario 1**  A customer phones and makes a complaint about the service they received last week while at the café bar where you work. They had to wait an extended time for their meals which meant they were very late for a theatre booking and a gratuity (tip) was added to their credit card bill without authorisation.  **Scenario 2**  Mr Smith phoned during the week to make a reservation at your establishment. Judy, a work placement student, took the call but was distracted after the call and did not record the booking in the computer system. On the day of the booking, Mr Smith called again to change his reservation time from 6.00 till 6.30pm, however, he is not booked in and there are no reservations left.  **Part B- Practical Observation assessment**  You are to demonstrate your ability to communicate in the workplace, maintain personal presentation standards and work in a team during a practical lesson. An evaluation sheet is to be completed at the conclusion of the practical task. The sheet is intended to be used by the assessor as a tool to discuss the student’s achievements. |

**Task Checklist**

**Work with Colleagues and Customers SITXCOM001A**

**Communicate on the Telephone SITXCOM004A**

**Competency Assessment – Part A** Telephone role play

**Name : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **Competency Assessment Task Checklist** | **Satisfactory**  **(S)** | **Not Yet**  **Satisfactory**  **(NYS)** | **Comments** |
| **Part A- Telephone role play** |  |  |  |
| Identify the conflict |  |  |  |
| Recognise Customer dissatisfaction |  |  |  |
| Respond to customer complaints positively, sensitively and politely |  |  |  |
| Refer complaint to manager if required |  |  |  |
| Responds to incoming telephone calls |  |  |  |
| Makes telephone calls |  |  |  |

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**Assessment Feedback**

|  |  |
| --- | --- |
| **VET Framework:** Hospitality | |
| **Assessor / Teacher:** | |
| **Student:** | |
| **Unit of competency:**  Work with Colleagues and Customers SITXCOM001A  Communicate on the Telephone SITXCOM004A | |
| **Evidence provided for: Part A** Telephone Role Play | |
| **Due Date: Date Received:** |

**Overall Result: Competent/Not Yet Competent**

|  |  |  |
| --- | --- | --- |
| **Unit Code** | **Elements of Competency** | **Competent/Not Yet Competent** |
| **Work with Colleagues and Customers SITXCOM001A** | 1. Communicate with customers. (Performance criteria 1.1 to 1.9) |  |
| 2. Maintain Personal presentation standards. (Performance criteria 2.1). |  |
| 3.Provide service to colleagues and customers (Performance criteria 3.1 to 3.3) |  |
| 4. Respond to conflicts and customer complaints (Performance criteria 4.1 to 4.5) |  |
| **Communicate on the Telephone SITXCOM004A** | 1. Respond to incoming telephone calls (Performance criteria 1.1 to 1.8) |  |
| 2. Make telephone calls (Performance criteria 2.1 to 2.6) |  |

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| **Assessor / Teacher Comment:**  **Signature:**  ……………………………………………………………………….. **Date**: . |
| **Student Comment:**  **Signature:**  ……………………………………………………………………….. **Date**: |

**Task Checklist**

**Work with Colleagues and Customers SITXCOM001A**

**Communicate on the Telephone SITXCOM004A**

**Competency Assessment – Part B** Practical Observation Assessment

**Name : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **Competency Assessment Task Checklist** | **Satisfactory**  **(S)** | **Not Yet**  **Satisfactory**  **(NYS)** | **Comments** |
| **Part B- Practical Observation Assessment** |  |  |  |
| **Punctuality** (Timeliness in attendance) |  |  |  |
| **Appearance, safety and standard of dress** (Safe and appropriate dress) |  |  |  |
| **Communication** (Ability to communicate effectively in the workplace)   * Ability to understand and follow instructions |  |  |  |
| **Self-management** (Ability to manage time and meet deadlines, Ability to work effectively) |  |  |  |
| **Working with others** (Ability to work with others/in teams |  |  |  |
| **Initiative**   * Ability to work independently and complete set tasks |  |  |  |
| **Problem solving** (Ability to work systematically through issues/tasks) |  |  |  |

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|  |  |
| --- | --- |
| **VET Framework:** Hospitality | |
| **Assessor / Teacher:** | |
| **Student:** | |
| **Unit of competency:**  Work with Colleagues and Customers SITXCOM001A | |
| **Evidence provided for: Part B** Practical Observation assessment | |
| **Due Date: Date Received:** |

**Overall Result: Competent/Not Yet Competent**

|  |  |  |
| --- | --- | --- |
| **Unit Code** | **Elements of Competency** | **Competent/Not Yet Competent** |
| **Work with Colleagues and Customers SITXCOM001A** | 1. Communicate with customers. (Performance criteria 1.1 to 1.9) |  |
| 2. Maintain Personal presentation standards. (Performance criteria 2.1). |  |
| 3.Provide service to colleagues and customers (Performance criteria 3.1 to 3.3) |  |
| 4. Respond to conflicts and customer complaints (Performance criteria 4.1 to 4.5) |  |
| 5. Work in a team (Performance criteria 5.1 to 5.8) |  |

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| **Assessor / Teacher Comment:**  **Signature:**  ……………………………………………………………………….. **Date**: . |
| **Student Comment:**  **Signature:**  ……………………………………………………………………….. **Date**: |